

Job Description

Job Title: Strategic Manager
Directorate: Children and Family Services
Responsible to: Assistant Director - Early Intervention and Children's Social Care
Responsible for: One strategic area of the division
Grade: SM4

Job Purpose

- To lead and direct on the Council's operational activities in relation to a strategic area within the Early Intervention and Children's Social Care Division
- To manage the service area, ensuring the provision of effective services in accordance with the legislation and Council's policies, procedures and eligibility criteria
- To carry principal strategic leads on statutory duties in relation to an area within the Early Intervention and Children's Social Care Division
- To ensure the delivery of quality services within allocated budgets
- To ensure continuous improvement within the designated service areas, performance against local and national expectations
- To establish a culture of excellence that puts learning at its heart and encourages the attitudes and respect needed to optimise individuals, talents and develop positive relationships between fellow citizens
- To ensure children's voices and experiences are influential in the design and delivery of services

Key Duties / Responsibilities

Strategic Management

- To take ownership of the transformation agenda for EI and CSC as determined by the Senior Leadership team and to lead change initiatives within the areas of direct responsibility
- To contribute to the strategic and service delivery developments within Children and Young People's Services
- To work closely with the Assistant Director to agree priorities for development and change
- To ensure the Council's vision, values and strategic objectives are achieved by providing a clear sense of purpose and direction within the service

Service Quality

- To ensure that activities within the service are carried out to agreed service standards within available budgets, and in line with legislative, regulatory and national minimum standard requirements
- To ensure an effective “customer focus” and children’s influence/involvement in service design and delivery
- To provide expert knowledge and specialist advice to the Director and staff within Children and Families Services and other agencies
- To oversee and – where appropriate carry out - the investigation of complaints and disciplinary matters in accordance with corporate and divisional procedures

Performance

- To identify and ensure implementation of service improvements within the service in order to drive continuous improvements in performance
- To ensure an effective customer focus and involvement with service design and delivery
- To develop and maintain effective systems for performance and quality management
- To provide cover for other managers within the Early Intervention and Children’s Social Care Service
- To review effectiveness of existing working methods and devise, in conjunction with relevant staff, creative approaches to service development
- To ensure the appropriate use of information technology in the management and delivery of the service
- To take responsibility for continuing personal development and for maintaining the required level of performance for the post
- To regularly monitor work programmes performance indicators and quality standards
- To ensure the dissemination of relevant research reports and other publications in order to improve performance and raise standards

Resource Management

- To ensure staff are organised, managed and motivated to deliver a high quality and cost-effective service and exercise management oversight and compelling leadership
- To plan, monitor and control the budget, human resources and specialist functions within the service
- To manage the specified service area in an efficient and effective manner, delivering the agreed targets within budget and in line with Best Value principles
- To ensure that appropriate health and safety policies and procedures are adhered to and that duties are carried out by all staff with due regard to the council's Equal Opportunities and Health & Safety policies
- To oversee that recruitment and selection processes for all members of staff in line with the safer recruitment policy within the areas of responsibility are managed effectively ensuring that staff are recruited to an appropriately high standard
- To oversee the personal development of the team ensuring that all staff are qualified, trained and competent in order to provide high quality services
- To undertake any such duties as may be required such as investigating complaints and disciplinary matters in accordance with Corporate and Divisional Procedures

Communications

- To advise as appropriate and when required senior officers on any issue, operational and strategic associated with a strategic area within the Early Intervention and Children's Social Care Division or any issue which might give rise to media attention and/or external security.
- To represent the Director of Children's Services and the Assistant Director Early Intervention and Children's Social Care as required in any of the above matters
- To work within the political environment and to provide reports as and when required by politicians, senior officers and the City Director
- To advise and work with elected members of the Council through formal committees and groups together with informal briefing and individual constituency enquiries
- To represent the Early Intervention and Children's Social Care and the City Council as appropriate
- To communicate the Council's vision, values and strategic objectives to staff to achieve a culture of clarity of purpose and high performance

Culture

- To ensure that diversity is valued and managed within the service and that all policies relating to equality of opportunity in the recruitment, selection, supervision and management of staff and service delivery are observed
- To demonstrate flexibility and to undertake standby duty on a rota basis after normal working hours and at weekends, bank or public holidays to deal with emergencies as they arise
- To support the Assistant Director in the development of an organisational culture which is positive, forward-looking, results orientated and customer focussed
- To promote the safeguarding agenda across all areas of the Council and the wider community
- To contribute to the raising of standards of achievement and attainment in order to improve life chances and outcomes for young people
- Any other duties commensurate with the grade of the post and as requested by the line manager

Finance and Staffing Dimensions:

- Gross Revenue Expenditure Budget: approximately £10 million
- Capital Budget: none
- Staff: approximately 150

Key Result Areas

- To raise the quality of assessment and service provision across all strategic areas of the division leading to demonstrably improved outcomes for children and young people
- To develop effective community support services that result in a reduction in the numbers of young people needing to become looked after
- To ensure appropriate permanency plans are in place for all children in care and those able to leave the looked after system do so at the earliest opportunity and without delay
- To reduce the reliance on private/independent and voluntary sector placements for looked after children and young people
- To deliver improvements in the access and assessment services in order to ensure a robust, high quality and effective safeguarding system.
- To contribute with partners to the delivery of integrated services and lead on integration for the children with disability services
- To support the implementation of the Common Assessment Framework

- To deliver an efficient, effective and responsive fit for purpose service for vulnerable children and children in care, including effective fostering and residential resources
- To contribute to improved staff training
- To contribute to the development of a robust LSCB
- To develop an efficient Safeguarding Unit
- To contribute to a demonstrable improvement in the degree of engagement of young people in service design and delivery
- To drive a seamless interface with other divisions
- To deliver efficient, effective and responsive fit for purpose of services for vulnerable and looked after children
- To contribute effectively to the senior leadership team within the division and directorate
- To provide efficient management of people and delegated budgets
- To undertake any other duties appropriate to the post.

These duties are neither exclusive nor exhaustive and you may be expected to undertake duties and responsibilities, as directed by the Chief Executive.

Person Specification

Job Title: Strategic Manager
Directorate: Children and Family Services
Section: Early Intervention and Children's Social Care

Minimum essential requirements – evidenced by: **a:** application form **b:** test **c:** interview

Knowledge and Experience

	c	a	b
Degree in relevant subject. Social work qualification and registered social worker status	✓		✓
Detailed knowledge of Children's Services with a clear understanding of the legislative framework.	✓		✓
Experience of management of change in service delivery, preferably within a complex organisation.	✓		✓
Management Qualification preferable.	✓		
Understanding of the political context and environment of local government	✓		✓
Substantial experience of the management and delivery of children's services, strategic level planning and 'people management' (including motivation, performance and capability) within a complex local government or similar environment.	✓		✓
Significant experience of managing budgets.	✓	✓	✓
Experience of successfully managing performance in a range of settings.	✓		✓
Significant experience of partnership working (internal and external).	✓	✓	✓
Experience of planning and reviewing the delivery of services.	✓		✓
Successful experience of bringing about substantial improvements in performance of managing teams and individuals.			✓
Experience of managing and leading a large multi-disciplined workforce would be desirable.	✓		✓

Competency Framework

Should you be shortlisted, you will also be assessed on the following competencies, where you will need to demonstrate/evidence how you meet the criteria.

Leading and Deciding			
Deciding and Initiating Action; Takes responsibility for actions, projects and people; takes initiative and works under own direction; initiates and generates activity and introduces changes into work processes; makes quick, clear decisions which may include tough choices or considered risks.		✓	✓

Leading and Supervising; A strong leader with energy, flair, resilience and credibility, provides others with a clear direction; inspires, leads, motivates and empowers others; recruits staff of a high calibre; provides staff with development opportunities and coaching; sets appropriate standards of behaviour,		✓	✓
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Supporting and Co-operating			
Adhering to Principles and values; Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities, has a personal and professional commitment to trust, builds diverse teams; encourages organisational and individual responsibility towards the community and the environment.		✓	✓

Interacting and Presenting			
Relating and Networking; Easily establishes good relationships with customers, staff and partners; communicates well with people at all levels; builds wide and effective networks of contacts.		✓	✓
Persuading and Influencing; Gains clear agreement and commitment from others by persuading, convincing and negotiating; makes effective use of political processes to influence and persuade others; promotes ideas on behalf of oneself or others; makes a strong personal impact on others; takes care to manage one's impression on others.		✓	✓

Analysing and Interpreting			
Writing and Reporting; Writes convincingly; writes clearly, succinctly and correctly; avoids the unnecessary use of jargon or complicated language; writes in a well-structures and logical way; structures information to meet the needs and understanding of the intended audience.		✓	✓

Creating and Conceptualising			
Formulating Strategies and Concepts; Works strategically to realise organisational goals; demonstrates creativity, initiative, resourcefulness and resilience, sets and develops strategies; identifies, develops positive and compelling visions of the organisations future potential; takes account of a wide range of issues across, and related to, the organisation.		✓	✓

Organising and Executing			
Planning and Organising Sets clearly defined objectives; plans activities and projects well in advance and take into account of possible changing circumstances; identifies and organises		✓	✓

resources needed to accomplish tasks; manages time effectively; monitors performance against deadlines and milestones.			
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Adapting and Coping

Coping with pressures and setbacks

Maintains a positive outlook at work; works productively in a pressurised environment; keeps emotions under control during difficult situations; handles criticism well and learns from it; balances the demands of a work life and a personal life.

✓

✓

Enterprising and Performing

Achieving personal work goals and objectives;

Accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when it is necessary; seeks progression to roles of increased responsibility and influence; identifies own development needs and makes use of developmental or training opportunities.

✓

✓

Entrepreneurial and commercial thinking;

Keeps up to date with competitor information and market trends; identifies business opportunities for the organisation; maintains awareness of developments in the organisational structure and politics; tenacious drive for continuous improvement, demonstrates financial awareness; controls costs and thinks in terms of profit, loss and added value.

✓

✓

Conditions of Service

Job Title: Strategic Manager
Directorate: Children and Family Services
Section: Children's Social Care
Grade: SM4
Salary: £70,999 - £74,630 per annum

Duration: This is a fixed term post

Working Hours: The normal standard working arrangements will be based on a 37 hour week, working over five days between normal office hours. However, there may be flexibility in these arrangements. For more information please refer to the Flexible Working Policy.

Annual Leave Entitlement: You will be entitled to 28 days annual leave rising to 33 days after five years continuous service and eight public / bank holidays. The above entitlement will be calculated pro rata depending upon hours of work

Sickness Absence: This will be paid at basic levels. This means that any enhancements normally received for shift work, weekend working and so on will not be paid on days when you are absent from work due to sickness

Pension Provisions: For occupational pension purposes you will have the choice of:-
a. Joining or continuing in the Local Government Pension Scheme.
b. Arranging your own personal pension provision approved by the Inland Revenue.

Business Mileage: If you have to use your own vehicle on council business please ensure that you are insured to do so then the appropriate allowance is payable as per the national scheme.

Notice Period: Your notice period will be dependent upon the grade of the post and your continuous service.

Probation Period: New entrants to local Government service are subject to a probationary period of six months during which you are expected to establish your suitability to the post.

Equal Opportunities Monitoring: New entrants must provide details of ethnicity and disability for the starter forms to enable the city council to monitor its progress towards being an equal opportunities employer.

Medical Examination: Your employment is subject to the council's medical adviser giving medical clearance. Initially, this will take the form of a medical questionnaire.

Disclosure and Barring Service (DBS) Check: This post is exempted under the Rehabilitation of Offenders Act 1974 therefore appointment to this post is conditional upon the receipt of a satisfactory response to a check of police records. You should note that the existence of an unsatisfactory police check may result in the withdrawal of the offer of employment.

If during your continued employment you receive any convictions, cautions, reprimands or final warnings that are not "protected" as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1974 (as amended on 2013) you are required to disclose to your manager immediately that you have been convicted or cautioned during the period of your employment. Guidance and criteria on the filtering of "unprotected" cautions and convictions can be found on the Disclosure and Barring Service website.

Relocation and Commuter Scheme: The city council's scheme of Relocation and Commuter Scheme applies to this post and where you meet the stated criteria, financial help will be provided in accordance with the provisions of the scheme.

Asylum and Immigration: According to the Immigration, Asylum, Nationality Act 2006 you must (if appointed) provide proof of current and valid permission to be in the United Kingdom, and valid permission to do the type of work offered.

Your continuing employment is subject to you having leave to remain and work in the United Kingdom by having a valid work permit. Should your work permit fail to be renewed at a future date, the authority would have to terminate your contract with immediate effect.

Trade Unions: As your employer, we support the system of collective bargaining in every way and believe in the principal of solving industrial relations problems by discussion and agreement. For practical purposes, this can only be conducted by representatives of the employers and of the employees. If collective bargaining of this kind is to continue and improve for the benefit of both, it is essential that the employee's organisations should be fully representative. Therefore, it is recommended that employees become a member of a trade union represented on the relevant national joint council.

A full list of the trade unions appropriate to the type and nature of employment is available from HR.

Other Conditions of Service: Any other conditions of service are as per the Scheme of Conditions of the National Joint Council for Local Government Services as amended by decisions, rules and regulations of the City Council.



Social Care Register: You must either already be registered, or in the process of registering on the Social Care register. You must also meet the ongoing requirements of registration and comply with the Code of Practice for Social Care Workers.